



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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OFFICE OF PETITIONS

Applicant:	Clifford A. Harrison)	
Serial No.:	08/919,450)	Examiner: Nguyen, Cuong H.
Filed:	08/27/1997)	Group Art Unit: 3625
Title:	SYSTEM AND METHOD FOR COMPUTER-AIDED TECHNICIAN DISPATCH AND COMMUNICATION)	Docket No.: 10547.15US1

PETITION UNDER 37 CFR 1.47 AND 37 CFR 1.183
AND DECLARATION OF FACTS IN SUPPORT THEREOF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In accordance with 37 CFR 1.47 and 37 CFR 1.183 it is respectfully petitioned that: 1) the application with corrected inventorship be made by Mr. Bush on behalf of the missing, non-signing inventors Mr. Harrison and Mr. Weber; and 2) the Office waive the requirement for a statement under 37 CFR 1.48(a)(2) from the missing, non-signing

05/17/2004 CNGUYEN 00000087 08919450

01 FC:1460
02 FC:1808

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Certificate of Mailing: The undersigned hereby certifies that this document and its enclosures are being deposited with the United States Postal Service as first class mail, postage prepaid in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this 11th day of May, 2004.

By: Ranni Matar
Name: Ranni Matar

inventors Mr. Harrison and Mr. Weber that supports the addition of Mr. Bush and Mr. Weber as inventors.

The undersigned hereby declares that a diligent effort has been made to contact Mr. Emery J. Weber. This effort included the step of sending mail to Mr. Weber at his last known mailing address of 17618 Hoyt Place, Parker Colorado 80134 which mail was returned. A search from whitepages.com further shows that Mr. Weber no longer resides at the aforementioned address. Additional steps included an effort to contact Mr. Weber at his last known phone number of (303) 841-2674.

The undersigned declares that he was not able to obtain a forwarding mail address, phone number, or email address for Mr. Weber during the performance of these steps. Furthermore, the undersigned declares that a search on the Internet failed to provide any information concerning the present whereabouts of Mr. Weber. Therefore, despite the performance of these steps, as evidenced by the attached returned envelope and computer printouts, the undersigned declares that Mr. Weber cannot be found or reached to secure his signature on the accompanying Declaration or the statement under 37 CFR 1.48(a)(2).

The undersigned hereby declares that a diligent effort has been made to contact Mr. Clifford Harrison. This effort included the step of sending mail to Mr. Harrison at his last known mailing address of 240 Kearney Street, Denver Colorado 80220. No response was received and the mail was not returned. However, a search from whitepages.com shows that Mr. Harrison does not reside at the aforementioned address. Additional steps included an unsuccessful effort to contact Mr. Harrison at his last known phone number of (303) 333-5143. A search of phonenumbers.com illustrates

that this phone number no longer belongs to Mr. Harrison. An effort was also made to contact Mr. Harrison at his last known email address – "charrison@onebox.com."

Again, this effort proved unsuccessful.

The undersigned declares that he was not able to obtain a forwarding mail address, phone number, or email address for Mr. Harrison during the performance of these steps. Furthermore, the undersigned declares that a search on the Internet failed to provide any information concerning the present whereabouts of Mr. Harrison. Therefore, despite the performance of these steps, as evidenced by the attached computer printouts, the undersigned declares that Mr. Harrison cannot be found or reached to secure his signature on the accompanying Declaration or the statement under 37 CFR 1.48(a)(2).

The signing of the Declaration by Mr. Bush with the signature block of the non-signing inventors left blank is to be treated as having been signed by Mr. Bush on behalf of Mr. Weber and Mr. Harrison.

The undersigned further declares that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001 and that such willful false statements may jeopardize the validity of the application, any patent issued thereon, and any patent to which this declaration is directed.

U.S. S/N 08/919,450

A check for the fees specified in 37 CFR 1.17(i) and 37 CFR 1.17(h) is enclosed.

The Commissioner is Authorized to charge any fee deficiency or credit overpayment to deposit account number 50-2428.

Respectfully submitted

Date: May 11, 2004

By: 

Gary R. Jarosik, Reg. No. 35,906
Greenberg Traurig, LLP
77 W. Wacker Drive - Suite 2500
Chicago, Illinois 60601
(312) 456-8400

\\chi-srv01\229839v01

012H16202475

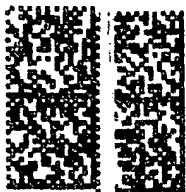
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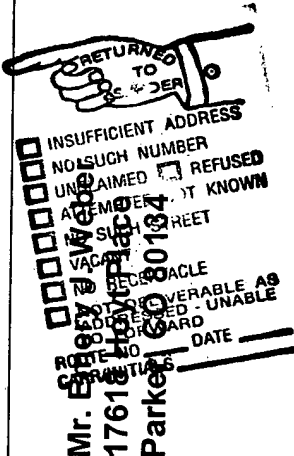
MUNOZ

GREENBERG

ATTORNEYS AT LAW

TRAUBIG

GREENBERG TRAUBIG, P.C.
77 WEST WACKER DRIVE, SUITE 2500
CHICAGO, ILLINOIS 60601





Jarosik, Gary (Shld-Chi-IP)

Subject: FW: former employee question

-----Original Message-----

From: Cantzler, Chris [mailto:Chris_Cantzler@csgsystems.com]

Sent: Tuesday, October 07, 2003 4:12 PM

To: Galis, Mark (Shld-Chi-IP)

Subject: FW: former employee question

Here's the last known addresses from HR

Chris

-----Original Message-----

From: Jeroszko, Shannon

Sent: Tuesday, October 07, 2003 1:37 PM

To: Cantzler, Chris

Subject: RE: former employee question

Ok,

Addresses:

Clifford Harrison
240 Kearney Street
Denver, CO 80220
303-333-5143

Emery Weber
17618 Hoyt Place
Parker, CO 80134
303-841-2674

I'll look into them a little more, to see if I can come up with current employees who might know more about them.

-----Original Message-----

From: Cantzler, Chris

Sent: Tuesday, October 07, 2003 1:30 PM

To: Jeroszko, Shannon

Subject: RE: former employee question

Most notably some contact info ...last known address etc., next job after CSG.

Also, who did these guys work for/with? Maybe there are still some current CSG people who could help us answer some of our questions.

Thanks,
Chris

10/14/2003

-----Original Message-----

From: Jeroszko, Shannon
Sent: Tuesday, October 07, 2003 1:27 PM
To: Cantzler, Chris
Subject: RE: former employee question

We have files on both of them, but not much is in them. What type of info are you looking for?

-----Original Message-----

From: Cantzler, Chris
Sent: Tuesday, October 07, 2003 12:13 PM
To: Jeroszko, Shannon
Subject: former employee question

Shannon,

In reviewing our patent portfolio, there may be some inventorship discrepancies that need to be resolved. Do you have any information on former CSG employees Clifford Harrison and Emery J. Weber?

Thanks,
Chris

Chris Cantzler
Associate Counsel
CSG Systems, Inc.
7887 E. Belleview Ave., Ste. 1000
Englewood, CO 80111
303-804-4906
303-804-4012 (fax)

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The phone number "(303) 841-2674" is a Denver, CO based phone number registered carrier is Qwest Corporation. Additional information for this is available. Please read our Search Tips below for more information.

- [Public Records Available for \\$6.95. Search Here!](#)
- [Name, Address, Phone Number Found - Free Preview!](#)
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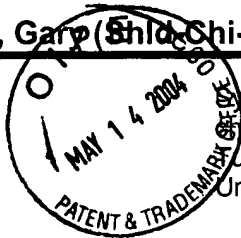
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Jarosik, Gary (Shld-Chi-IP)

From: System Administrator
To: charriso@onebox.com; charrison@onebox.com
Sent: Tuesday, October 14, 2003 5:57 PM
Subject: Undeliverable: CSG - Patent Application



Your message did not reach some or all of the intended recipients.

Subject: CSG - Patent Application
Sent: 10/14/2003 5:57 PM

The following recipient(s) could not be reached:

charriso@onebox.com on 10/14/2003 5:57 PM

There was a SMTP communication problem with the recipient's email server. Please contact your system administrator.
<gt-srv01.gtlaw.com #5.5.0 smtp;551 (charriso@onebox.com) has been cancelled>

charrison@onebox.com on 10/14/2003 5:57 PM

There was a SMTP communication problem with the recipient's email server. Please contact your system administrator.
<gt-srv01.gtlaw.com #5.5.0 smtp;551 (charrison@onebox.com) has been cancelled>



IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

Applicant: Clifford A. Harrison)
Serial No.: 08/919,450) Examiner: Nguyen, Cuong H.
Filed: 08/27/1997) Art Unit: 3625
Title: SYSTEM AND METHOD) Docket No.: 10547.15US1
FOR COMPUTER-AIDED)
TECHNICIAN DISPATCH)
AND COMMUNICATION)

STATEMENT FROM INVENTOR BEING ADDED TO CORRECT INVENTORSHIP

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

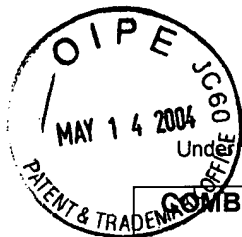
I, Phillip M. Bush, am a co-inventor of the above-identified patent application, I hereby state that the omission of my name as a co-inventor on the Declaration filed with the above-identified patent application was not done with any deceptive intention on my part.

The undersigned further declares that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001 and that such willful false statements may jeopardize the validity of the application, any patent issued thereon, or any patent to which this declaration is directed.

Respectfully Submitted,

Date: Apr. 1 / 6, 2004

By: Phillip M. Bush
Phillip M. Bush

**COMBINED DECLARATION (37 CFR 1.63) AND POWER OF ATTORNEY FOR UTILITY OR DESIGN APPLICATION USING AN APPLICATION DATA SHEET (37 CFR 1.76)**

Title of Invention	SYSTEM AND METHOD FOR COMPUTER-AIDED TECHNICIAN DISPATCH AND COMMUNICATION	Docket No. 10547.15US1
---------------------------	---	-------------------------------

As the below named inventor(s), I/we declare that:

This declaration is directed to:

☐ The attached application, or☒ Application No. 08/910,450, filed on 08/27/1997as amended on (if applicable);

I/we believe that I/we am/are the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought;

I/we have reviewed and understand the contents of the above-identified application, including the claims, as amended by any amendment specifically referred to above;

I/we acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to me/us to be material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT International filing date of the continuation-in-part application.

All statements made herein of my/our own knowledge are true, all statements made herein on information and belief are believed to be true, and further that these statements were made with the knowledge that willful false statements and the like are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001, and may jeopardize the validity of the application or any patent issuing thereon.

As a named inventor(s) I/we hereby appoint the following registered practitioner(s) to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith.

☒ Customer Number 34018 → 34018 or Registered practitioner(s) name/registration number listed below
Customer No. Bar Code Label

Name	Registration Number	Name	Registration Number

FULL NAME OF INVENTOR(S)

Inventor one: Clifford A. Harrison

Date:

Signature:

Citizen of: U.S.

Inventor two: Emery J. Weber
17618 Hoyt Place
Parker, CO 80134

Date:

I, Emery J. Weber, further state that the error in inventorship in the above-identified patent application occurred without any deceptive intention on my part.

Signature:

Citizen of: U.S.

Inventor three: Phillip M. Bush
298 S. Williams Street
Denver, CO 80209Date: 4/16/2004**I, Phillip M. Bush, further state that the error in inventorship in the above-identified patent application occurred without any deceptive intention on my part.**Signature: Phillip M. Bush

Citizen of: U.S.

Additional inventors are being named on additional form(s) attached hereto.

\\chi-srv01\208552v01



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Reverse Address

House Number

(e.g. "742")

Street Name

(e.g. "Evergreen Terrace")

City or ZIP Code

State or Province

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? Search Hints & Options

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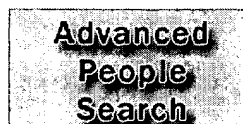
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Paez, Michael

» 1 / 1

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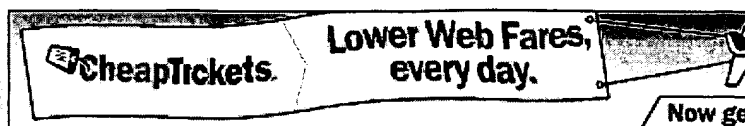
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Listings: 1 (

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MAUPIN, CHRISTOPHER

(303) 333-514

COUNTRY CODES

1160 Ivy St
Denver, CO 80220

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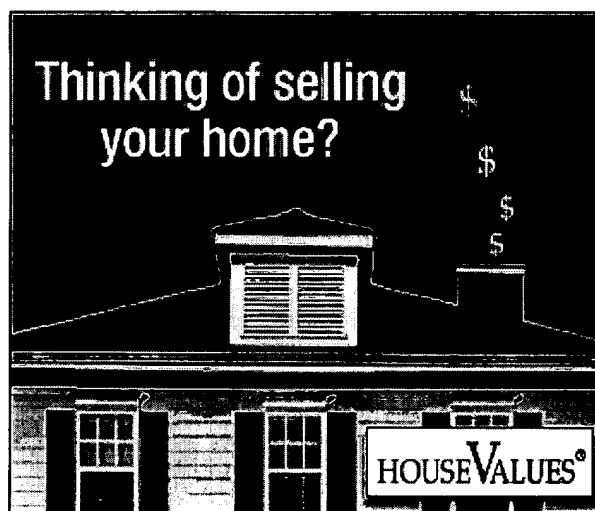


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Reverse Phone
Number Lookup





IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Clifford A. Harrison)	
)	
Serial No.:	08/919,450)	Examiner: Nguyen, Cuong H.
)	
Filed:	08/27/1997)	Group Art Unit: 3625
)	
Title:	SYSTEM AND METHOD)	Docket No.: 10547.15US1
	FOR COMPUTER-AIDED)	
	TECHNICIAN DISPATCH)	
	AND COMMUNICATION)	

AMENDMENT TO CORRECT INVENTORSHIP (37 CFR §1.48(a))

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicant would hereby like to request that the inventorship of the above-identified application be corrected to add the following individuals as inventors:

Emery J. Weber, Parker, Colorado

Phillip M. Bush, Denver, Colorado

The error in omitting Messrs. Weber and Bush as inventors when the patent application was originally filed was committed without any deceptive intention on the part of Mr. Harrison or on the part of Messrs. Weber and Bush.

Enclosed herewith is a Declaration signed by the inventor Mr. Bush and a copy of the Declaration that was originally filed and signed by Mr. Harrison. The new

Certificate of Mailing: The undersigned hereby certifies that this document and its enclosures are being deposited with the United States Postal Service as first class mail, postage prepaid in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this 11th day of May, 2004.

By: Ranni Matar
Name: Ranni Matar

Declaration does not contain the signatures of either Mr. Weber or Mr. Harrison because efforts to locate these inventors have not been successful.

Also enclosed is the Assignee's Written Consent under 37 CFR 3.73(b).

A check in the amount of \$130.00 as set forth in 37 CFR 1.17(i) is enclosed.

The Commissioner is Authorized to charge any fee deficiency or credit overpayment to deposit account number 50-2428.

Respectfully submitted,

Date: May 11, 2004

By: 

Gary R. Jarosik, Reg. No. 35,906
Greenberg Traurig, LLP
77 W. Wacker Drive - Suite 2500
Chicago, Illinois 60601
(312) 456-8400



IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

Applicant:	Clifford A. Harrison)	
)	Examiner: Nguyen, Cuong H.
Serial No.:	08/919,450)	
)	Art Unit: 3625
Filed:	08/27/1997)	
)	Docket No.: 10547.15US1
Title:	SYSTEM AND METHOD)	
	FOR COMPUTER-AIDED)	
	TECHNICIAN DISPATCH)	
	AND COMMUNICATION)	

ASSIGNEE'S WRITTEN CONSENT (37 CFR § 3.73(b))

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

CSG Systems, Inc., assignee of the above-identified patent application, hereby consents to the filing of the Amendment to Correct Inventorship.

A copy of the originally filed Assignment, recorded on June 8, 1998 at reel/frame number 9272/0373 is attached.

CSG Systems, Inc. states that the omission of Messrs. Emery J. Weber and Phillip M. Bush as inventors when the application was originally filed was not done with any deceptive intention.

The undersigned (whose title is supplied below) is authorized to sign this statement and act on behalf of the assignee.

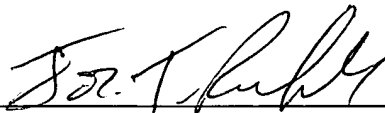
The undersigned further declares that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed

to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001 and that such willful false statements may jeopardize the validity of the application, any patent issued thereon, or any patent to which this declaration is directed.

Respectfully Submitted,

CSG SYSTEMS, INC.

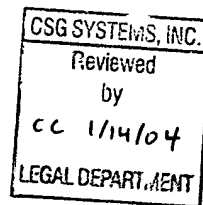
Date: January 14, 2004

By: 

Name: Joseph Ruble

Title: Vice President and
General Counsel

\\chi-srv01\189314v02





PTO/SB/21 (08-03)

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**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

Application Number	08/919,450
Filing Date	08/27/1997
First Named Inventor	Clifford A. Harrison
Art Unit	3625
Examiner Name	Nguyen, Cuong H.
Attorney Docket Number	10547.15US1

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Total Number of Pages in This Submission

23**ENCLOSURES (check all that apply)**

<input checked="" type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance communication to Group
<input checked="" type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input checked="" type="checkbox"/> Amendment / Reply	<input checked="" type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Terminal Disclaimer	<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Request for Refund	- Evidence in support of Petition
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> CD, Number of CD(s) _____	- Statement and Declaration from inventor Bush
<input type="checkbox"/> Certified Copy of Priority Document(s)		- Assignee's Written Consent
<input type="checkbox"/> Response to Missing Parts/ Incomplete Application		- Check in the amount of \$260.00
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53		- return postcard
Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	Customer No. 34018 Gary R. Jarosik Reg. No. 35906
Signature	
Date	May 11, 2004

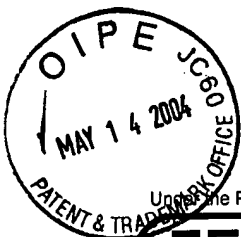
CERTIFICATE OF TRANSMISSION/MAILING

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Typed or printed name	Ranni Matap		
Signature		Date	May 11, 2004

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FEE TRANSMITTAL for FY 2004

Effective 10/01/2003. Patent fees are subject to annual revision.

☐ Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT (\$) \$260.00

Complete if Known

Application Number	08/919,450
Filing Date	08/27/1997
First Named Inventor	Clifford A. Harrison
Examiner Name	Nguyen, Cuong H.
Art Unit	3625
Attorney Docket No.	10547.15US1

METHOD OF PAYMENT (check all that apply)

☒ Check ☐ Credit card ☐ Money Order ☐ Other ☐ None

☒ Deposit Account:

Deposit Account Number 50-2428

Deposit Account Name Greenberg Traurig, P.C.

The Director is authorized to: (check all that apply)

☐ Charge fee(s) indicated below ☒ Credit any overpayments

☐ Charge any additional fee(s) or any underpayment of fee(s)

☐ Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.

FEE CALCULATION

1. BASIC FILING FEE

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
1001	770	2001	385	Utility filing fee	
1002	340	2002	170	Design filing fee	
1003	530	2003	265	Plant filing fee	
1004	770	2004	385	Reissue filing fee	
1005	160	2005	80	Provisional filing fee	
SUBTOTAL (1)					(\$)

2. EXTRA CLAIM FEES FOR UTILITY AND

Total Claims		Extra Claims		Fee from below		Fee Paid
Independent Claims		-20** =	0	X		0.00
Multiple Dependent		-3** =	0	X		0.00

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
1202	18	2202	9	Claims in excess of 20	
1201	86	2201	43	Independent claims in excess of 3	
1203	290	2203	145	Multiple dependent claim, if not paid	
1204	86	2204	43	** Reissue independent claims over original patent	
1205	18	2205	9	** Reissue claims in excess of 20 and over original patent	
SUBTOTAL (2)					(\$) \$0.00

**or number previously paid, if greater; For Reissues, see above

FEE CALCULATION (continued)

3. ADDITIONAL FEES

Large Entity		Small Entity		Fee Description	Fee Paid
Fee Code	Fee (\$)	Fee Code	Fee (\$)		
1051	130	2051	65	Surcharge - late filing fee or oath	
1052	50	2052	25	Surcharge - late provisional filing fee or cover sheet	
1053	130	1053	130	Non - English specification	
1812	2,520	1812	2,520	For filing a request for <i>ex parte</i> reexamination	
1804	920*	1804	920*	Requesting publication of SIR prior to Examiner action	
1805	1,840*	1805	1,840*	Requesting publication of SIR after Examiner action	
1251	110	2251	55	Extension for reply within first month	
1252	420	2252	210	Extension for reply within second month	
1253	950	2253	475	Extension for reply within third month	
1254	1,480	2254	740	Extension for reply within fourth month	
1255	2,010	2255	1,005	Extension for reply within fifth month	
1401	330	2401	165	Notice of Appeal	
1402	330	2402	165	Filing a brief in support of an appeal	
1403	290	2403	145	Request for oral hearing	
1451	1,510	1451	1,510	Petition to institute a public use proceeding	
1452	110	2452	55	Petition to revive - unavoidable	
1453	1,330	2453	665	Petition to revive - unintentional	
1501	1,330	2501	665	Utility issue fee (or reissue)	
1502	480	2502	240	Design issue fee	
1503	640	2503	320	Plant issue fee	
1460	130	1460	130	Petitions to the Commissioner	260.00
1807	50	1807	50	Processing fee under 37 CFR § 1.17(q)	
1806	180	1806	180	Submission of Information Disclosure Statement	
8021	40	8021	40	Recording each patent assignment per property (times number of properties)	
1809	770	2809	385	Filing a submission after final rejection (37 CFR § 1.129(a))	
1810	770	2810	385	For each additional invention to be examined (37 CFR § 1.129(b))	
1801	770	2801	385	Request for Continued Examination (RCE)	
1802	900	1802	900	Request for expedited examination of a design application	

Other fee (specify)

*Reduced by Basic Filing Fee Paid

SUBTOTAL (3) (\$) \$260.00

SUBMITTED BY

Name (Print/Type) Gary R. Jarosik
Signature

Registration No.
(Attorney/Agent)

35,906

Complete (if applicable)

Telephone

(312) 456-8400

Date

May 11, 2004

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